



DELAWARE JUDICIARY FAMILY COURT

Non-Merit Position

(This position is exempt from the State of Delaware Merit System
and the Judicial Personnel Rules)

Posting: 02252020-DCM

DIRECTOR OF CASEFLOW MANAGEMENT

Opening Date: February 25, 2020

Closing Date: March 10, 2020

A Vacancy Exists

Salary: \$55,375 to \$69,219 per year (Minimum to Midpoint) Pay Grade 18

Location: City of Wilmington (Please check this city on your application) Leonard L. Williams Justice Center, 500 N. King Street, Suite 3500, Wilmington, DE 19801

*Regular travel within the state is required

Summary Statement:

This is an exempt position, appointed by and serving at the pleasure of the Chief Judge of the Family Court. The incumbent reports to the Court Administrator, has statewide responsibility and implements caseflow management guidelines, forms and procedures, manages the reporting and statistical analysis needs of the Court, system security aspects, serves as a liaison with numerous system partners, updates and manages automated system tables and enhancements. The Director of Caseflow Management oversees the work of six (6) Management Analysts.

Essential Functions:

- Serves in a leadership role in the development of policies and procedures regarding a diverse range of complex case processing issues for both criminal and civil matters.
- Provides on-going system support which includes system generated forms, data maintenance, system enhancements, and monitoring system performance.
- Oversees the collection and analyzing of appropriate data to make recommendations related to caseflow management.
- Oversees the production of relevant reports and statistics to support the Court's operations.

- Oversees the management of system security involving the processing and tracking of user requests.
- Develops and maintains forms and procedures to effectuate caseflow and to comply with rules and statutes.
- Serves as a liaison with stakeholders to coordinate interfaces, facilitate training for end users, and to coordinate processes to ensure efficient caseflow.
- Updates and manages automated system tables, and recommends programming enhancements to improve efficiency and delivery of services.
- Recommends and implements process improvement initiatives.
- Performs other duties as assigned.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Resumes may not be substituted for the application. Failure to do so will result in a disqualification. Failure in any one area will result in a rating of “not qualified”. Applicants must meet each of the following qualifications:

1. Experience in staff supervision.
2. Experience in caseflow management principles, practices and procedures related to family law or criminal justice issues.
3. Experience in the interpretation and application of federal and state statutes, rules, regulations, standards, policies, and procedures.
4. Experience in designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.
5. Experience with evaluating operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies, and procedures.
6. Experience in providing business system support in an automated case processing environment.
7. Ability to coordinate, oversee, and follow through on work assignments to obtain desired results, including multiple tasks assigned simultaneously.
8. Experience in developing solutions and providing recommendations, guidance and direction to management/officials in accomplishing organizational and operational goals and objectives and identifying and resolving issues.
9. Experience in developing policies and procedures.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the website at <https://dhr.delaware.gov/benefits/>.

Submitting your Application: Visit the website at <http://courts.delaware.gov/career/>. Click on “apply” next to the job posting and print, or complete and print, the Judicial Branch Non-Merit Employment Application in either WORD or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

- Send your completed application as an e-mail attachment with the words “Director of Caseflow Mgmt.” in the subject line to: FC_APPS@delaware.gov (**preferred method**); or
- Fax your application to: 302-255-2202 Attention: Human Resources; or
- Mail your application to:
Family Court of Delaware
Human Resources
500 N. King Street, Suite 3500
Wilmington, DE 19801-3757

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

The Delaware Judiciary
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